UNITED STATES PATENT AND TRADEMARK OFFICE

UNITED STATES DEPARTMENT OF COMMERCE
United States Patent and Trademark Office
Address: COMMISSIONER FOR PATENTS
P.O. Box 1450
Alexandria, Virginia 22313-1450
www.uspto.gov

APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
10/765,519	01/27/2004	Peter C. Johnson II	200206870-1	1025

22879 7590 09/12/2007

HEWLETT PACKARD COMPANY
P O BOX 272400, 3404 E. HARMONY ROAD
INTELLECTUAL PROPERTY ADMINISTRATION
FORT COLLINS, CO 80527-2400

EXAMINER	
FEARER, MARK D	
ART UNIT	**PAPER NUMBER**
2143	

MAIL DATE	DELIVERY MODE
09/12/2007	PAPER

Please find below and/or attached an Office communication concerning this application or proceeding.

The time period for reply, if any, is set in the attached communication.

Office Action Summary	Application No.	Applicant(s)	
	10/765,519	JOHNSON ET AL.	
	Examiner	Art Unit	
	Mark D. Fearer	2143	

-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --

Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE 3 MONTH(S) OR THIRTY (30) DAYS, WHICHEVER IS LONGER, FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133). Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

Status

1)☒ Responsive to communication(s) filed on *27 January 2004*.

2a)☐ This action is **FINAL**. 2b)☒ This action is non-final.

3)☐ Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

Disposition of Claims

4)☒ Claim(s) *1-27* is/are pending in the application.

4a) Of the above claim(s) _____ is/are withdrawn from consideration.

5)☐ Claim(s) _____ is/are allowed.

6)☒ Claim(s) *1-27* is/are rejected.

7)☐ Claim(s) _____ is/are objected to.

8)☐ Claim(s) _____ are subject to restriction and/or election requirement.

Application Papers

9)☐ The specification is objected to by the Examiner.

10)☒ The drawing(s) filed on *27 January 2004* is/are: a)☒ accepted or b)☐ objected to by the Examiner.

Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).

Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).

11)☐ The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

Priority under 35 U.S.C. § 119

12)☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).

a)☐ All b)☐ Some * c)☐ None of:

1.☐ Certified copies of the priority documents have been received.

2.☐ Certified copies of the priority documents have been received in Application No. _____.

3.☐ Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).

* See the attached detailed Office action for a list of the certified copies not received.

Attachment(s)

1) ☒ Notice of References Cited (PTO-892)
2) ☐ Notice of Draftsperson's Patent Drawing Review (PTO-948)
3) ☐ Information Disclosure Statement(s) (PTO/SB/08) Paper No(s)/Mail Date _____.
4) ☐ Interview Summary (PTO-413) Paper No(s)/Mail Date. _____.
5) ☐ Notice of Informal Patent Application
6) ☐ Other: _____.

DETAILED ACTION

Claim Rejections - 35 USC § 103

The following is a quotation of 35 U.S.C. 103(a) which forms the basis for all obviousness rejections set forth in this Office action:

> (a) A patent may not be obtained though the invention is not identically disclosed or described as set forth in section 102 of this title, if the differences between the subject matter sought to be patented and the prior art are such that the subject matter as a whole would have been obvious at the time the invention was made to a person having ordinary skill in the art to which said subject matter pertains. Patentability shall not be negatived by the manner in which the invention was made.

The factual inquiries set forth in *Graham* **v.** *John Deere Co.*, 383 U.S. 1, 148 USPQ 459 (1966), that are applied for establishing a background for determining obviousness under 35 U.S.C. 103(a) are summarized as follows:

1. Determining the scope and contents of the prior art.
2. Ascertaining the differences between the prior art and the claims at issue.
3. Resolving the level of ordinary skill in the pertinent art.
4. Considering objective evidence present in the application indicating obviousness or nonobviousness.

This application currently names joint inventors. In considering patentability of the claims under 35 U.S.C. 103(a), the examiner presumes that the subject matter of the various claims was commonly owned at the time any inventions covered therein were made absent any evidence to the contrary. Applicant is advised of the obligation under 37 CFR 1.56 to point out the inventor and invention dates of each claim that was not commonly owned at the time a later invention was made in order for the examiner to consider the applicability of 35 U.S.C. 103(c) and potential 35 U.S.C. 102(e), (f) or (g) prior art under 35 U.S.C. 103(a).

Claims 1-2 and 10-11 are rejected under 35 U.S.C. 103(a) as being unpatentable over Elberse (US 7225232 B2) in view of Davis et al. (US 20040158610 A1).

Consider claims 1 and 10. Elberse discloses a system and method comprising: an HTTP gateway adapted to establish a communication link with an HTTP server (("In a preferred embodiment said step of requesting web-based information from a web-server comprises issuing a request from the web-browser to a web-server via a web-server proxy. For example, said web-server proxy is arranged to add said indicators to said web-based information dynamically. This provides the advantage that any type of web-server holding web-based information may be used. It is not essential for that web-server to hold information that has been pre-configured to comprise the associated indicators and messages.") column 2 lines 61-67 and column 3 lines 1-3), a system and method that converts commands into HTTP requests, and sends HTTP requests to an HTTP server (("The format of the message and the associated HTTP POST command may also include a means, such as the POST to (HTTP) address or an XML description, to indicate how the web-based information is to be incorporated into the response. Examples of different ways of incorporating the web-based information into the response include direct insertion as HTML, conversion to plain text, including the information as an e-mail attachment or as a URL reference.") column 7 lines 60-67), and a system and method that receives HTTP responses to HTTP requests from an HTTP server (("In one embodiment the agent at the contact centre operator station requests the web-based information. For example, the method further comprises, prior

to said step of, receiving, the step of requesting the web-based information from a web-server using the web-browser. This provides a simple and effective way in which the agent is able to obtain information for incorporation into a user response. In an alternative embodiment the web-based information is provided to the web-browser by an automatic response generation system. This provides the advantage that no action on the part of the agent is required in order to find suitable web-based information for a particular response. For example, an email query from a customer reaches the management system and is forwarded to an automatic response generation system. That automatic response generation system forms a web-page containing various possible information for use by the agent in formulating a response. That web page or a reference to it is then sent to the contact centre operator station.") column 2 lines 25-43). However, Elberse fails to disclose a method or system comprising an instant messaging subsystem capable of multiple client sessions comprising user interfaces. Davis et al. discloses an instant messaging communication subsystem adapted to enable communication between a plurality of instant messaging user interfaces coupled to an instant messaging communication subsystem (("The preferred embodiment of the present invention can also be viewed as providing methods for deploying a client proxying instant messaging system. In this regard, one embodiment of such a method, among others, can be broadly summarized by the following steps: receiving an instant message at a primary IM processing device; forwarding the instant message to a secondary IM processing device; and saving a record of the instant message at a storage device accessible by the primary IM processing device.") paragraph 0006), an

HTTP gateway establishing a communication link with an instant messaging communication subsystem wherein the HTTP gateway is adapted to receive commands from instant messaging user interfaces, and sending HTTP responses to instant messaging user interfaces via an instant messaging communication subsystem (("The router 202, 204 is configured to track communications and route messages between the IM user agent #1 and #2 206, 208, IM user interface 210, 212, chat windows 110, 112, and the IM server 218. In this regard, the router 202, 204 receives commands from the IM user agent #1, #2 206, 208, chat windows 110, 112 and IM user interface 210, 212. Similarly, the router 202, 204 generates commands and directs the generated (or received) commands to the IM user agent #1, #2 206, 208, chat windows 110, 112, IM user interface 210, 212, and IM server 218. In an example, the router 202, 204 is configured to send and receive queries to the IM server 218 for presence information. Thus, in a general sense, the router 202, 204 receives information (e.g., commands, requests, data, etc.) and directs the received information to the appropriate software module.") paragraph 0048).

Therefore, it would have been obvious to a person of ordinary skill in the art at the time the invention was made to incorporate a client proxying instant message system comprising an instant messaging server and instant messaging user interfaces as taught by Davis et al. with a system of web-based responses to user queries comprising an HTTP gateway, an HTTP server, and a command conversion to HTTP as taught by Elberse for the purpose of client-server instant messaging services.

Consider claims 2 and 11, and as applied to claims 1 and 10, respectively. Elberse discloses a system and method comprising an HTTP response generated from an HTTP server (("The format of the message and the associated HTTP POST command may also include a means, such as the POST to (HTTP) address or an XML description, to indicate how the web-based information is to be incorporated into the response.") column 7 lines 60-64). However, Elberse fails to disclose an instant messaging bot that responds to commands input at user interfaces. Davis et al., discloses a system and method comprising at least one instant messaging user agent, read as a bot, wherein a router, read as a gateway, is coupled to an instant messaging communication system and the instant messaging agent receives commands from instant messaging user interfaces (("Upon logging into the user's various IM accounts and retrieving the Internet presence information of the user's contacts, the IM user agent 206, 208 generates a command to the router 202, 204 to display the retrieved IM information. Upon receiving the command to display the retrieved IM information, the router 202, 204 requests the IM user interface 210, 212 to instantiate a roster window 114, 216 for displaying the user's contacts and the contacts' respective IM Internet presence information. The IM user agent 206, 208 conveys the IM information having the contacts' names and contacts' IM Internet presence information to the router 202, 204. The router 202, 204 further conveys the IM information to the IM user interface 210, 212, which displays the IM contact names and their respective IM Internet presence information to the user at the roster window 114, 216. Thus, at this point, all of

the contacts and their respective IM Internet presence information are available to the user at the roster window 114, 216.") paragraph 0054).

Therefore, it would have been obvious to a person of ordinary skill in the art at the time the invention was made to incorporate a system and method comprising a user agent, wherein a router is coupled to an instant messaging communication system and the instant messaging agent receives commands from instant messaging user interfaces as taught by Davis et al. with a system and method comprising an HTTP response generated from an HTTP server as taught by Elberse for the purpose of response bots.

Claims 3 and 12 are rejected under 35 U.S.C. 103(a) as being unpatentable over Elberse (US 7225232 B2) in view of Davis et al. (US 20040158610 A1) and in further view of Checkoway et al. (US 20020133554 A1).

Consider claims 3 and 12, and as applied to claims 1 and 10, respectively. Elberse, as modified by Davis et al., discloses a system and method comprising an HTTP server. However, Elberse, as modified by Davis et al., fails to disclose a system comprising a back-end database connected to the HTTP server, wherein the HTTP server is adapted to query the back-end database in preparing the HTTP responses. Checkoway et al. discloses a system and method comprising a database connected to an SMTP server that delivers an automated responsive answer to ad-hoc queries coming from a receiver (("FIG. 1 represents an e-mail answering agent embodiment of the present invention, and is referred to herein by the general reference numeral 100. The answering agent 100 comprises a system for answering informational queries

included in an incoming e-mail message 102. A simple mail transfer protocol (SMTP) network 104 is used to deliver these to a post-office protocol (POP) mailbox 106. From there, a receiver 110 monitors the (POP) mailbox through use of POP3 system 108. The key information is parsed and saved in a database 112 for processing. The receiver determines if the response should be plain text or can be HTML, depending on the e-mail application detected. A scheduler 114 continuously queues new requests in the database for pre-created, scheduled queries in parallel with ad-hoc queries coming from receiver. A composer 116 polls the queue in the database for pending requests. The composer makes requests through an analyzer/call router, which passes the request to a topic server 124. The topic server returns the answer. The composer formulates the answer as an e-mail message that is sent out on an SMTP system 118. A discrete e-mail message 120 with a responsive answer in the message body is sent back to the corresponding user.") paragraph 0017).

Therefore, it would have been obvious to a person of ordinary skill in the art at the time the invention was made to incorporate a system and method comprising a database connected to an SMTP server that delivers an automated responsive answer to ad-hoc queries coming from a receiver as taught by Checkoway et al. with a system and method comprising an HTTP server as taught by Elberse, as modified by Davis et al., for the purpose of chat sessions with bots.

Claims 4 and 13 are rejected under 35 U.S.C. 103(a) as being unpatentable over Elberse (US 7225232 B2) in view of Davis et al. (US 20040158610 A1) and in further view of Klassen et al. (US 20050138124 A1).

Consider claims 4 and 13, and as applied to claims 1 and 10, respectively. Elberse, as modified by Davis et al., discloses a system and method comprising an HTTP gateway. However, Elberse, as modified by Davis et al., fails to disclose a system comprising an HTTP gateway wherein a configuration file that is adapted to determine with which instant messaging subsystems the gateway establishes a communication link. Klassen et al. discloses a multi-community instant messaging system and device comprising a configuration file that determines which community may communicate in an instant messaging session (("A multi-community instant messaging system, device and method are provided. The system includes a plurality of instant messaging communities, a network, and at least one mobile instant messaging device. The mobile instant messaging device provides a user interface for displaying a plurality community-specific icons, each community-specific icon providing an identification of one of the instant message communities. The mobile device also provides a plurality of configuration data files are stored on the device, each configuration data file being associated with one of the community-specific icons, and a common instant messaging application. Upon selecting one of the community-specific icons, the common instant messaging application is configured for use as a community-specific instant messaging application using the associated configuration data file, and may communicate instant messages over the network to the selected instant messaging community.") paragraph 0006).

Therefore, it would have been obvious to a person of ordinary skill in the art at the time the invention was made to incorporate a multi-community instant messaging

system and device comprising a configuration file that determines which community may communicate in an instant messaging session as taught by Klassen et al. with a system and method comprising an HTTP gateway as taught by Elberse, as modified by Davis et al., for the purpose of defining communication rules.

Claim 5 is rejected under 35 U.S.C. 103(a) as being unpatentable over Elberse (US 7225232 B2) in view of Davis et al. (US 20040158610 A1) and in further view of Cason et al. (US 6681229 B1).

Consider claim 5, and as applied to claim 1 above. Elberse, as modified by Davis et al., discloses a system and method comprising an HTTP gateway. However, Elberse, as modified by Davis et al., fails to disclose a system comprising an HTTP gateway wherein a configuration file that is adapted to determine with which of the HTTP servers the gateway establishes a communication link. Cason et al. discloses a clustered environment wherein a configuration file defines server redirects (("Network dispatchers 102, 106 are used between the client 100 and the Domino.Go cluster 104 and also between the Domino.Go cluster 104 and Domino cluster 112 to automatically balance the load of http requests among servers S1-S3 and S4-S6. Configuration file (httpd.conf) 110 contains the proxy statements that are used for redirections. When a client 100 enters the url (w3.ibm.com/transform/reqcat) and Network dispatcher 106 redirects the client to the appropriate server 112, the redirection is transparent to the client.") column 7 lines 15-24).

Therefore, it would have been obvious to a person of ordinary skill in the art at the time the invention was made to incorporate a clustered environment wherein a configuration file defines server redirects as taught by Cason et al. with a system and method comprising an HTTP gateway as taught by Elberse, as modified by Davis et al., for the purpose of configuring an event gateway.

Claims 6 and 14 are rejected under 35 U.S.C. 103(a) as being unpatentable over Elberse (US 7225232 B2) in view of Davis et al. (US 20040158610 A1) and in further view of Vacanti et al. (US 6987987 B1).

Consider claims 6 and 14, and as applied to claims 1 and 10, respectively. Elberse, as modified by Davis et al., discloses a system and method comprising an HTTP gateway. However, Elberse, as modified by Davis et al., fails to disclose a system comprising an HTTP gateway is configured to map specific paths for HTTP requests to a server. Vacanti et al. discloses a system and method wherein an HTTP proxy is adapted to map HTTP requests to specific server paths (("In the arrangement of FIG. 2, a request for web content still passes along the HTTP communication path from the client station 14 to the content server 18. However, in this arrangement, separate TCP sockets may exist between the client station 14 and proxy server 22 on one hand and the proxy server 22 and content server 18 on the other hand. Thus, the communication path carries a request for web content in an HTTP GET request from the client station 14 to the proxy server 22 and then in another HTTP GET request from the proxy server 22 to the content server 18. And the communication path carries the requested web content in an HTTP 200 OK response from the content server 18 to the proxy server 22

and then in another HTTP 200 OK response from the proxy server to the client station.") column 5 lines 22-35).

Therefore, it would have been obvious to a person of ordinary skill in the art at the time the invention was made to incorporate a system and method wherein an HTTP proxy is adapted to map HTTP requests to specific server paths as taught by Vacanti et al. with a system and method comprising an HTTP gateway as taught by Elberse, as modified by Davis et al., for the purpose of session initiation protocol.

Claims 7 and 15 are rejected under 35 U.S.C. 103(a) as being unpatentable over Elberse (US 7225232 B2) in view of Davis et al. (US 20040158610 A1) and in further view of Low et al. (US 20020055973 A1).

Consider claims 7 and 15, and as applied to claims 1 and 10, respectively. Elberse, as modified by Davis et al., discloses a system and method comprising an HTTP gateway. However, Elberse, as modified by Davis et al., fails to disclose a system wherein the HTTP gateway polls the instant messaging communication subsystem for commands. Low et al. discloses a system and method wherein a communications session manager is polled for new messages input from a client web browser (("The general arrangement of the LCD and associated proxy is shown in FIG. 19. The LCD uses HTML and Javascript in the web browser 100 and locates the media-client and leg-controller functionality 24, 105 in the SMS 67 (again, this functionality can be implemented using Java code 108 running in JVM 109). When the LCD is launched

(done by the SMS 67 serving the appropriate HTML pages to the customer system 60), a desktop proxy process 109 is created in the SMS that connects to the TCGC 70 to set up the required media channels and interacts with the session leg controller on the CSM 69. The LCD forwards any user input, e.g. chat message, page to push, etc., to the proxy 109 and polls it using an HTTP request for client updates, e.g. change in desktop state, new chat messages, page to display, etc.") paragraph 0257).

Therefore, it would have been obvious to a person of ordinary skill in the art at the time the invention was made to incorporate a system and method wherein a communications session manager is polled for new messages input from a client web browser as taught by Low et al. with a system and method comprising an HTTP gateway as taught by Elberse, as modified by Davis et al., for the purpose of instant message polling.

Claims 8 and 16 are rejected under 35 U.S.C. 103(a) as being unpatentable over Elberse (US 7225232 B2) in view of Davis et al. (US 20040158610 A1) and in further view of Quinlan et al. (US 6397253 B1).

Consider claims 8 and 16, and as applied to claims 1 and 10, respectively. Elberse, as modified by Davis et al., discloses a system and method comprising an HTTP gateway. However, Elberse, as modified by Davis et al., fails to disclose a system wherein conversion of commands from instant messaging user interfaces into HTTP requests comprises creation of form variables by an HTTP gateway. Quinlan et al. discloses a system and method wherein formatted screens are converted into HTML

format and posted to a Web server, requests from the Web browsers is performed by a plurality of transaction gateway clients, and generating a predetermined type of HTTP response, followed by form variable data (("Significant changes are being made by companies in how they communicate with their customers and the types of services offered due to Web technology. One such change has been the use of a Web browser as a common front end to a mainframe or an enterprise system. In the case of IBM hosts, two basic methods have been utilized to give browsers access to such systems. These methods have been generically called native 3270 and Hypertext Markup Language (HTML) conversion. In the native 3270 method, a special browser is utilized that contains some form of built-in 3270 terminal emulator software and Java applets that know what to do with the 3270 data streams once they reach the desktop system. In the conversion method, 3270 formatted screens are converted into HTML format and posted to a Web server. The converted screens can then be viewed using any browser. These approaches are discussed in greater detail in an article entitled "How To Put Mainframes on the Web" by Salvatore Salamone published in the June 1996 issue of Byte Magazine.") column 1 lines 12-30 ("To reduce traffic, another prior art system makes an on-line transaction processing system accessible to Web browsers by establishing a predetermined plurality of transaction gateway clients to receive HTTP requests that are received by a Web server from the Web browsers. Concurrent processing of multiple transaction requests from the Web browsers is performed by the plurality of transaction gateway clients. Each transaction gateway client pre-establishes a static connection with the on-line transaction processing system. The pre-established

connection allows requests from the Web browsers to be quickly routed to the transaction processing system. The gateway client translates between HTTP formatted requests from the Web browsers and the request format expected by the on-line transaction processing system. This system is described in further detail, in U.S. Pat. No. 5,754,772 that issued on May 19, 1998.") column 2 lines 57-67 and column 3 lines 1-5 ("... when a form is required as part of the response to the browser request, generating a predetermined type of HTTP response by the server system that indicates the particular form being requested, followed by form variable data;") claim 49).

Therefore, it would have been obvious to a person of ordinary skill in the art at the time the invention was made to incorporate a system and method wherein formatted screens are converted into HTML format and posted to a Web server, requests from the Web browsers is performed by a plurality of transaction gateway clients, and generating a predetermined type of HTTP response, followed by form variable data as taught by Low et al. with a system and method comprising an HTTP gateway as taught by Elberse, as modified by Davis et al., for the purpose of common gateway interface.

Claims 9 and 17 are rejected under 35 U.S.C. 103(a) as being unpatentable over Elberse (US 7225232 B2) in view of Davis et al. (US 20040158610 A1) and in further view of Dalal et al. (US 20030014488 A1).

Consider claims 9 and 17, and as applied to claims 1 and 10, respectively. Elberse, as modified by Davis et al., discloses a system and method comprising an HTTP gateway. However, Elberse, as modified by Davis et al., fails to disclose a system

wherein an HTTP gateway extracts text portions of an HTTP response and communicates the text portions to instant messaging user interfaces. Dalal et al. discloses a system and method comprising a client conference controller, read as an instant messaging subsystem, that transforms requests to text instant messages (("A particular advantage of the Web Service approach is that once the SOAP requests and responses are defined for conference management, different forms of client applications can easily be supported. The latest versions of current Web browser applications have built-in support for SOAP and XML. In addition, a "fat client" can be developed that can process the defined SOAP requests and responses. The on-screen presentation of the SOAP message exchange for the end user may be application-dependent. For example, the instant messaging paradigm, shown in FIG. 4, can be used as the means for the end user to interact with the CCC. When the user enters an instant message to be used for conference management, e.g., "CREATE UID=jsmith@company.com MEDIA=audio," the CCC transforms the message into a SOAP request, which is then sent to the SPCC. Upon receiving a SOAP request or response from the SPCC, the CCC transforms it into a text instant message, which is then displayed on screen.") paragraph 0100).

Therefore, it would have been obvious to a person of ordinary skill in the art at the time the invention was made to incorporate a system and method comprising a client conference controller, read as an instant messaging subsystem, that transforms requests to text instant messages as taught by Dalal et al. with a system and method

comprising an HTTP gateway as taught by Elberse, as modified by Davis et al., for the purpose of efficient chat and instant messaging communications.

Claims 18, 21-22, and 24-25 are rejected under 35 U.S.C. 103(a) as being unpatentable over Elberse (US 7225232 B2) in view of Quinlan et al. (US 6397253 B1) and in further view of Low et al. (US 20020055973 A1).

Consider claims 18, 21, and 24. Elberse discloses a system and method comprising an e-mail response management system wherein a plurality of users can text chat to a web-server via a web-proxy. Said e-mail response management system comprises software which receives an incoming query and automatically generates a web page which comprises material from the web-server and/or other information sources (("Email response management systems (ERMSs) have previously been developed for use with contact centers where email queries are received from customers. These ERMSs have contained pre-configured information suitable for incorporating into email responses. A major problem with this approach is that a large amount of work is required to pre-configure the information and to add that to the ERMS. A method and system are provided for enabling existing web-based information to be used to formulate such responses, not just for email but also for other media such as text chat, SMS, video, and more. The existing web-based information does not need to be altered or dedicated for a particular response management system and contact centre. Rather it can be pre-existing information used for other purposes.") abstract ("In a preferred embodiment said step of requesting web-based information from a web-server comprises issuing a request from the web-browser to a web-server via a web-

server proxy. For example, said web-server proxy is arranged to add said indicators to said web-based information dynamically. This provides the advantage that any type of web-server holding web-based information may be used. It is not essential for that web-server to hold information that has been pre-configured to comprise the associated indicators and messages.") column 2 lines 61-67 and column 3 lines 1-3 ("In another embodiment, instead of using an ERMS to forward incoming customer queries to operator stations, the ERMS forwards those queries to the web server directly. This is illustrated in FIG. 4 which shows that the web-server comprises intelligent response creation software. That software receives an incoming query (for example, in the form of an email) and automatically generates a web page (or other web-based information) which comprises material from the web-server and/or other information sources (such as a knowledge database) that an operator may wish to add to a response.") column 8 lines 47-57). However, Elberse fails to disclose means for converting commands to HTTP requests, or a means for transmitting HTTP responses. Quinlan et al. discloses a communication method wherein messages are converted to HTML for post to a web server, and a method for transmitting HTTP responses from a web server to a client ("In the conversion method, 3270 formatted screens are converted into HTML format and posted to a Web server. The converted screens can then be viewed using any browser.") column 1 lines 25-28 ("Also in accordance with the teachings of the present invention, the gateway component of the preferred embodiment of the present invention includes a remote forms mechanism that enables storage of the static portion of a message that is local to a Web browser client system so that only variable data needs

to be transmitted from a server to the browser client system. As used herein, the term "remote form" refers to the static portion of an HTML page. The mechanism provides local storage in the form of a cache component for retaining the static portions of a plurality of forms in close proximity to the client user. If the remote form is present in the cache component, the gateway component reads the form and merges it with the data returned from the server in its response. The gateway component then forwards the merged data to the browser for display to the user.") column 6 lines 62-67 and column 7 lines 1-9). Therefore, it would have been obvious to a person of ordinary skill in the art at the time the invention was made to incorporate a communication method wherein messages are converted to HTML for post to a web server, and a method for transmitting HTTP responses from a web server to a client as taught by Quinlan et al. with a system and method comprising an e-mail response management system wherein a plurality of users can text chat to a web-server via a web-proxy, including software which receives an incoming query and automatically generates a web page which comprises material from the web-server and/or other information sources as taught by Elberse for the purpose of a web collaboration session. However, Elberse, as modified by Quinlan et al., fails to disclose a system wherein a bot interfaces with an instant message. Low et al. discloses a system and method comprising session bots that are participants in service instances (("As a result, an automaton can be set up to do anything in a communication session that a human being can do. Below are described several bots arranged to interact with the web interaction service system to carry out useful tasks. Several of these Bots make use of a "stealth" feature enabling them to join

and be present in a session without the other session participants being aware of this. More particularly, where the joining of a participant would normally be communicated to the other participants, the silent joining of a Bot can be achieved by providing a stealth attribute for each participant which the session (or its associated service instance) examines before announcing the arrival of the new participant to the other participants; if the attribute is set `true`, no joining announcement is made and, optionally, the session transport can be instructed not to transmit on any output from the participant in the stealth mode. The stealth attribute can be set `true` by a joining participant, though this ability is preferably restricted to privileged entities (generally Bots but potentially also human CSR supervisors, etc).") paragraph 0355).

Therefore, it would have been obvious to a person of ordinary skill in the art at the time the invention was made to incorporate a system and method comprising session bots that are participants in service instances as taught by Low et al. with a communication method wherein messages are converted to HTML for post to a web server, a method for transmitting HTTP responses from a web server to a client, and a system and method comprising an e-mail response management system wherein a plurality of users can text chat to a web-server via a web-proxy, including software which receives an incoming query and automatically generates a web page which comprises material from the web-server and/or other information sources as taught by Elberse, as modified by Quinlan et al., for the purpose of CGI in a community chat system

Consider claims 22 and 25, and as applied to claims 21 and 24, respectively. Elberse, as modified by Quinlan et al. and Low et al., further discloses a transcript bot which sends content over session channels ("In the present case, upon the service instance receiving notification that the CSR desktop has connected to the session transport, it commands the transcript Bot (via any of the communication paths available to it) to replay to the CSR desktop the most recent content passed down each channel. The transcript Bot does this by sending the content over the channels to the session transport functionality at the service system together with an indication that the content is only to be sent on the CSR desktop; the session transport then delivers the content accordingly.") Low et al., paragraph 0366).

Claims 19 and 26 are rejected under 35 U.S.C. 103(a) as being unpatentable over Elberse (US 7225232 B2) in view of Quinlan et al. (US 6397253 B1) in further view of Low et al. (US 20020055973 A1) and in further view of Checkoway et al. (US 20020133554 A1).

Consider claims 19 and 26, and as applied to claims 18 and 24, respectively. Elberse, as modified by Quinlan et al. and Low et al., discloses a system and method of comprising requesting web-based information from a web server using a web-browser. However, Elberse, as modified by Quinlan et al. and Low et al., fails to disclose a system wherein generating HTTP responses to HTTP requests comprises a means for querying a back-end database. Checkoway et al. discloses a system and method comprising a database connected to an SMTP server that delivers an automated responsive answer to ad-hoc queries coming from a receiver (("FIG. 1 represents an e-

mail answering agent embodiment of the present invention, and is referred to herein by the general reference numeral 100. The answering agent 100 comprises a system for answering informational queries included in an incoming e-mail message 102. A simple mail transfer protocol (SMTP) network 104 is used to deliver these to a post-office protocol (POP) mailbox 106. From there, a receiver 110 monitors the (POP) mailbox through use of POP3 system 108. The key information is parsed and saved in a database 112 for processing. The receiver determines if the response should be plain text or can be HTML, depending on the e-mail application detected. A scheduler 114 continuously queues new requests in the database for pre-created, scheduled queries in parallel with ad-hoc queries coming from receiver. A composer 116 polls the queue in the database for pending requests. The composer makes requests through an analyzer/call router, which passes the request to a topic server 124. The topic server returns the answer. The composer formulates the answer as an e-mail message that is sent out on an SMTP system 118. A discrete e-mail message 120 with a responsive answer in the message body is sent back to the corresponding user.") paragraph 0017).

Therefore, it would have been obvious to a person of ordinary skill in the art at the time the invention was made to incorporate a system and method comprising a database connected to an SMTP server that delivers an automated responsive answer to ad-hoc queries coming from a receiver as taught by Checkoway et al. with a system and method of comprising requesting web-based information from a web server using a web-browser as taught by Elberse, as modified by Quinlan et al. and Low et al., for the purpose of HTML source defined by variable named form input.

Claims 20, 23, and 27 are rejected under 35 U.S.C. 103(a) as being unpatentable over Elberse (US 7225232 B2) in view of Quinlan et al. (US 6397253 B1) in further view of Low et al. (US 20020055973 A1) and in further view of Klassen et al. (US 20050138124 A1).

Consider claims 20, 23, and 27, and as applied to claims 18, 21, and 24, respectively. Elberse, as modified by Quinlan et al. and Low et al., discloses a system and method comprising transmitting HTTP requests to HTTP servers via a proxy, and a plurality of chat users. However, Elberse, as modified by Quinlan et al. and Low et al., fails to disclose a method for mapping data paths to and from specific devices. Klassen et al. discloses a multi-community instant messaging system and device comprising a configuration file that determines which community may communicate in an instant messaging session (("A multi-community instant messaging system, device and method are provided. The system includes a plurality of instant messaging communities, a network, and at least one mobile instant messaging device. The mobile instant messaging device provides a user interface for displaying a plurality community-specific icons, each community-specific icon providing an identification of one of the instant message communities. The mobile device also provides a plurality of configuration data files are stored on the device, each configuration data file being associated with one of the community-specific icons, and a common instant messaging application. Upon selecting one of the community-specific icons, the common instant messaging application is configured for use as a community-specific instant messaging application

using the associated configuration data file, and may communicate instant messages over the network to the selected instant messaging community.") paragraph 0006).

Therefore, it would have been obvious to a person of ordinary skill in the art at the time the invention was made to incorporate a multi-community instant messaging system and device comprising a configuration file that determines which community may communicate in an instant messaging session as taught by Klassen et al. with a system and method comprising transmitting HTTP requests to HTTP servers via a proxy, and a plurality of chat users as taught by Elberse, as modified by Quinlan et al. and Low et al., for the purpose of an instant messaging portal.

Conclusion

Any response to this Office Action should be faxed to (571) 273-8300 or mailed to:

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Hand-delivered responses should be brought to

Customer Service Window
Randolph Building
401 Dulany Street

Alexandria, VA 22314

Any inquiry concerning this communication or earlier communications from the Examiner should be directed to Mark Fearer whose telephone number is (571) 270-1770. The Examiner can normally be reached on Monday-Thursday from 7:30am to 5:00pm.

If attempts to reach the Examiner by telephone are unsuccessful, the Examiner's supervisor, David Wiley can be reached on (571) 272-3923. The fax phone number for the organization where this application or proceeding is assigned is (571) 273-8300.

Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see http://pair-direct.uspto.gov. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free) or 571-272-4100.

Any inquiry of a general nature or relating to the status of this application or proceeding should be directed to the receptionist/customer service whose telephone number is (571) 272-2600.

Mark Fearer
M.D.F./mdf
August 24, 2007

DAVID WILEY
SUPERVISORY PATENT EXAMINER
TECHNOLOGY CENTER 2100